

AIR FORCE CORE PERSONNEL DOCUMENT

ORGANIZATION:	10CES SQ/CEF	NUMBER:	20X37
SUPV LEV CODE:	1	COMP LEV CODE:	1X6A
TARGET GRADE:	08	FLSA:	EXEMPT
JOB SHARE:	NA	CAREER PROG ID:	NA
SENSITIVITY:	NONSENSITIVE	BUS:	INELIGIBLE
EMERGENCY ESS:	NA	DRUG TEST:	Y
KEY POSITION:	NA	POSITION HIST:	REPLACE 12X98, 2-25-97

CLASSIFICATION: Supervisory Emergency Vehicle Dispatcher, GS-2151-08

DUTY TITLE: E911 Call Taker/Fire Communications Dispatcher Supervisor

ORG & FUNC CODE:	ECY	Civil Engineering
1ST SKILL CODE: 60%	FMPWVV	Dispatcher/Motor Vehicle
2ND SKILL CODE: 25%	ACE	Fire Communications Operator
3RD SKILL CODE: 15%	DXNSTJALA	Gen. Facili
&Equipment/Facilities/Maintenance		

CLASSIFIED BY: Nikki L. King

CLASSIFIER SIGNATURE

DATE

SUPERVISOR'S CERTIFICATION:

I certify that this Core Personnel Document is an accurate statement of the major duties, knowledge, skills, and abilities, responsibilities, physical and performance requirements of this position and its organizational relationships. The position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

SUPERVISOR: ERNST R. PIERCY

SUPERVISOR'S SIGNATURE

DATE

CERTIFICATION:

Rater/Supervisor				
Date				
Reviewer				
Date				
Employee*				
Date				

*Signature acknowledges receipt. It does not indicate agreement/disagreement.

PURPOSE OF POSITION AND ORGANIZATIONAL LOCATION:

The primary purpose of this position is: to provide and supervise over subordinates who provide emergency police, fire and medical services to the public by answering emergency 911 calls and responding with appropriate personnel and equipment. Maintains an accurate status of all emergency response equipment and personnel to ensure prompt and accurate response. This equipment includes police, fire fighting, hazardous materials, wild land fire fighting, technical rescue and ambulance services. Provides advanced emergency medical dispatch life support through pre-arrival instructions to callers.

The organizational location of this position is: USAF Academy CO
10th Air Base Wing
10th Mission Support Group
10th Civil Engineer Squadron
Fire Protection Flight

ORGANIZATIONAL GOALS OR OBJECTIVES:

The organizational goals or objectives are: to manage all activities relating to fire prevention, protection, and aircraft rescue. Performs all phases of fire protection planning and engineering, inspection and prevention, fire fighting, and related rescue services. Provides administration involved in maintenance of fire incident and operations records and reports. Performs duties of Direct Reporting Unit Fire Protection Manager.

DUTY 1:	25%	Critical
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Plans, schedules, supervises, trains, and evaluates the activities and performance of subordinates. Responsible for maintaining, purchasing, and upgrading all automated data processing equipment, software, and communications equipment in the E-911/Fire Communications Center.

STANDARDS:

- A. Plans and revises the work schedules and sequence of operations for short term periods of time to ensure an even flow and distribution of work, the expeditious handling of priority cases and the meeting of schedules and deadlines.
- B. Coordinates with representatives of other units concerning matters of work accomplishment, priorities, and procedures to ensure the most effective operation.
- C. Ensures there are enough equipment and supplies on hand to accomplish the work.
- D. Makes recommendations concerning the maintenance or replacement of equipment to ensure state-of-the-art equipment is requested when necessary.
- E. Assigns work to employees based on a selective consideration of such factors as difficulty and requirements of assignments; availability, capability and special qualifications of employees; and other resources available to ensure work is accomplished in the most effective and economical manner.
- F. Sets performance standards for employees after receiving their input, advises them of performance requirements and keeps them informed individually of their progress in meeting the requirements; and prepares formal annual rating in accordance with directives.

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- G. Reviews work in progress or upon completion and gives advice, counsels, or instructs employees to ensure accuracy, adequacy, adherence to procedures and takes corrective action as necessary.
 - H. Interviews candidates for positions, makes selection in coordination with higher level management and makes recommendations for promotion or reassignment as necessary.
 - I. Hears and resolves complaints from employees; refers group grievance and more serious unresolved complaints to higher level supervisor as necessary.
 - J. Effects minor disciplinary measures and recommends other action in more serious cases in a timely manner.
 - K. Identifies developmental and training needs of employees; and provides or arranges for needed developmental on-the-job training for formal training in a timely manner.
 - L. Provides positive support of the Affirmative Action Plan and Equal Employment Opportunity Programs as prescribed by AFI's and local directives.
 - M. Works toward an effective and efficient position management and Quality Air Force Program.
 - N. Responsible for coordinating emergency medical dispatch (EMD) protocols with the Physician Advisor.

KSA: 1, 2, 3, 4, 5, 6

DUTY 2:

20%

Critical

Provides emergency 911-call taking and dispatching services. Determines the nature of the emergency in accordance with established guidelines. Determines the response agency and services to be rendered based upon the 911 call received, and dispatches the correct emergency forces based upon the information received and 911 center checklists. Maintains constant liaison with the scene of the emergency to include, fire officials, fire stations, police, medical, and any other unit control centers involved with the emergency until official termination of the incident. During periods of multiple emergencies, uses independent judgment to determine which calls need immediate attention, or when different equipment is required due to emergencies in progress (call stacking), i.e. – Truck 21 is on scene of an elevator emergency, and unavailable for a subsequent emergency. Additionally, prioritizes multiple emergency and non-emergency calls to determine appropriate response levels, based on the needs of the emergencies in progress. Performs crisis intervention with distraught emergency callers during high-risk situations until emergency units arrive on scene, in accordance with guidelines established locally. Monitors various emergency radios, including police, medical and mutual aid frequencies, and provides information to the senior fire official. Transmits and/or relays requests for mutual aid through other Public Safety Answering Points within El Paso County and transmits these requests to/from the senior fire official. Transfers callers to the proper agency as required, and dispatches a variety of emergency responders, including police, fire, ambulance, rescue or hazardous materials units, to determine the response force required. Coordinates with military and civilian agencies in response to mutual aid requests, in accordance with locally established protocols.

STANDARDS:

- A. Prioritizes incoming phone calls to ensure emergencies are handled before routine requests for assistance.
- B. Answers 911 calls and takes dispatches appropriate vehicles, in accordance with established guidelines.

- C. Using independent judgment, determines next available emergency vehicles to respond when vehicles on the run plan are being utilized for another emergency already in progress.
- D. Maintains in constant contact with emergency responders during routine and emergency situations.
- E. Handles requests for providing or receiving mutual aid by contacting the appropriate agencies and making arrangements.
- F. Remains fully alert and attentive at all times during the period of assigned tour of duty.

KSA: 1, 2, 3, 4, 5

DUTY 3:

20%

Critical

Performs Emergency Medical Dispatch (EMD) services to callers with medical emergencies. Incumbent verifies the location and call back number for a medical patient, and determines the severity of the emergency situation using EMD checklists, in accordance with national standards. Determines the significant facts relating to the victim, including the chief complaint, age, and status of consciousness and breathing, in accordance with established EMD protocols. Instructs the caller on how to perform Cardiopulmonary Resuscitation (CPR), the Heimlich maneuver, opening an airway, controlling breathing, or emergency childbirth, in accordance with the checklists provided. Maintains continuous contact with the caller (when appropriate) during emergency situations and gives instructions regarding what to do, or not to do, prior to the arrival of fire department and hospital personnel. Assists the supervisor in the training of new/relief dispatchers, in accordance with established guidelines.

STANDARDS:

- A. Utilizing appropriate checklists provided, determines appropriate procedures for callers to perform during medical emergencies.
- B. Uses judgment when initiating an immediate and accurate/appropriate level of medical response required, including fire units, ambulance, flight for life, etc, in accordance with established checklists.
- C. Maintains contact with the caller to provide additional assistance, while maintaining a calm demeanor at all times.

KSA: 1, 2, 3, 4, 5

DUTY 4:

10%

Critical

Maintain maps, checklists and charts, including automated programs. Maintains a current automated outage status file and ensures oncoming senior fire officials receive current outage reports. Maintains an automated activity log of all significant daily events, vehicle movements, emergencies, processes, or notifications received through the E-911 center. Maintains an electronic log of all activities, according to locally established protocols. Maintains and is fully proficient in the use of checklists used during emergencies. Use of checklists is mandatory and subject to review. Provides input to the supervisor regarding updating said checklists. Maintains on and off base maps and other visual aids frequently utilized as quick information references for

responding emergency personnel. Maintains proficiency in the use of computerized mapping programs used during search and rescue and hazardous materials operations. Documents and informs the senior fire official of munitions movements, fire symbol changes, fire alarm maintenance actions, and vehicle status information. Informs the senior fire official of any equipment outages, and submits work orders for repair. Tracks all open work orders until repairs are completed.

STANDARDS:

- A. Accurately maintains maps, logs, checklists and charts, including automated programs.
- B. Enters data into the daily log program in a manner that is easily understood. Information is accurate and provides a clear picture of vehicle movements and daily activities.
- C. Utilizes grid maps and provides accurate information to emergency responders regarding exact locations of emergency incidents.
- D. During emergency situations, utilizes the correct checklist for the incident to ensure all actions are accomplished in accordance with published guidelines.

KSA: 1, 2, 4, 5

DUTY 5:

10%

Critical

Operates and maintains telephones, automated data processing equipment, printers, recorders, facsimile equipment, and other devices installed in the dispatch center. Monitors radio and telephone communications with police, fire, and medical field units to assure resources are available during emergencies. Refers non-emergent callers to appropriate civilian and governmental agencies as needed. Receives, relays, and transfers phone calls and messages for fire department personnel. Operates communications equipment for the hearing impaired (TDD), conveying messages or taking appropriate emergency actions as required. Receives and all significant information received via data processing equipment for the base fire alarm and Enhanced 911 systems in accordance with established protocols. Maintains and operates computerized systems, including the Dictaphone computerized recording system, the hazardous materials information system, and the Fire House database management system. Receives information regarding Fire Danger from the National Fire Danger Rating System and effectively reports this information to operations personnel. Coordinates specific forecasts for incidents requiring this information, including hazardous materials incidents, wildfires, prescribed burns, etc, in accordance with established guidelines.

STANDARDS:

- A. Monitors all telephones and radios, ensuring constant communications with the public and emergency responders.
- B. Answers routine telephone calls, takes messages, and transfers calls in a calm and courteous manner.
- C. Receives information regarding fire danger rating, and provides this information to operations personnel in a timely fashion. Obtains weather forecasts as needed for special operations.

KSA: 1, 2, 4, 5

DUTY 6:

15%

Critical

Prepares and maintains reports and records relating to emergency responses. Prepares Department of Defense Incident Reports, utilizing the correct response codes and categories to complete the response report for each emergency incident, in accordance with published guidelines. Prepares an incident report for the locally utilized database management system (separate from the DoD report), using correct codes and categories in the preparation of the report, in accordance with locally established guidelines. With AQUA software, provides statistical data regarding medical emergencies to the 911 Center supervisor. Utilizing the Pro-QA computer for medical emergencies, enters critical patient information to determine the correct level of emergency response required (i.e. – fire, ambulance, etc), in accordance with national guidelines and checklists. Compiles, collates, and verifies alarm statistics generated by or processed through the communications center, and transmits data to the Naval Safety Center. Data may include fire and medical response statistics, elevator responses, E-911 calls, and hazardous materials responses. Receives, documents and informs all personnel of weather warnings, advisories and conditions, utilizing the automated weather computer and appropriate Internet weather sites.

STANDARDS:

- A. Enters all emergency responses in the Department of Defense Incident Response database, ensuring all data is accurate and entered in a timely manner. Particular attention must be given to the correct response codes.
- B. Enters all emergency responses in the FireHouse database, ensuring all data is accurate and entered in a timely manner. Particular attention must be given to the correct response codes.
- C. Accurately enters all medical/patient information into the AQUA database, in a timely fashion.
- D. Monitors local weather conditions and provides updates to the senior fire official during emergency situations.

KSA: 1, 2, 4, 5

Other significant facts pertaining to this position are:

- 1. Incumbent must obtain International Fire Service Accreditation Congress Certification as a Telecommunicator, Level II, when the course becomes available.
- 2. Incumbent is required to work on alternate work schedule, which requires an uncommon tour of duty (including weekends and holidays).
- 3. Incumbent is required to perform critical services regardless of weather conditions or base closure and report to the duty station at the regularly scheduled work time.

4. May be required to respond on off-duty time during a conflagration, or stay over until an emergency has been terminated or until properly relieved by a qualified dispatcher.
 5. Works in close harmony with supervisors, co-workers and others during day-to-day routines and during emergencies. Is required to maintain good working relationships with on and off-base agencies, maintaining a consistently courteous attitude at all times. Keeps calm and cool during emergency situations.
 6. Incumbent is subject to random drug testing.
 7. Incumbent is required to watch over the flightline area during normal flying hours.
 8. Incumbent must be able to obtain and maintain a current Emergency Medical Dispatch (EMD) certification, including initial and follow-on certification.
 9. Incumbent must be able to obtain and maintain a current Cardio-Pulmonary Resuscitation (CPR) certification.
 10. Must participate in exercises by relaying accurate information. Must be resourceful and alert to adequately perform duties.
 11. Incumbent must participate in recurrent proficiency training, as directed.
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RECRUITMENT KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of communications operations.
 2. Knowledge of basic computer operations to include word processing, retrieval and input of data. A qualified typist is not required.
 3. Knowledge of location and availability of emergency apparatus, the kind of apparatus and equipment needed for the emergency at hand.
 4. Ability to effectively communicate both orally and in writing using a calm and stable demeanor while dealing with emergency situations.
 5. Ability to work independently without immediate supervision.
 6. Ability to supervise and work harmoniously with others.
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SUPERVISORY CONTROLS:

Supervision is provided by the Deputy Fire Chief. Incumbent performs assigned duties without detailed instructions. Work is spot checked and evaluated through observance of performance during emergency situations and review of work performed. The supervisor will utilize recurring training program to chart progress of employees. Day to day work is not subject to close supervisory review, however, error in judgment will be immediately noticeable and might result in loss of life and/or serious injury. Incumbent must act independently and spontaneously in receiving, passing on, and recording messages received in the 911 Center.

GUIDELINES:

Guidelines include AF policy directives and instructions, standard operating procedures, manufacturers booklets, maps, diagrams, specifications, El Paso County E-911 policies and procedures, and operating manuals. Specific guidelines are provided, however; in some situations they have gaps in specificity, and will require the incumbent to use independent judgment in interpreting and applying these guidelines to emergency situations.

FUNCTIONAL REQUIREMENTS:

Light lifting (under 15 lbs.), light carrying (under 15 lbs.), reaching above shoulder, use of fingers, ability for rapid mental and muscular coordination simultaneously, ability to distinguish basic colors, and the ability to hear (hearing aid permitted). Requires H-1 profile for entry; must maintain an H-2 profile each year.

NOTE: If it can be otherwise accommodated, a specific physical condition or impairment will not automatically disqualify a candidate.

ENVIRONMENTAL FACTORS:

Working closely with others, working alone, constant noise (radio, computers and fans)

CLASSIFICATION STANDARD(S) USED:

OPM Job Classification Standard for Dispatching, GS-2151, Feb. 63, TS-44, HRCD-7 Jul.99.

OPM General Schedule Supervisory Guide, TS-123, 06-93

FL 1-2 = 350, FL 2-1 = 100, FL 3-2 = 450, FL 4A-2 = 50, FL 4B = 30, FL 5-3 = 340, FL 6-1 = 310

TOTAL POINTS = 1630 – GRADE CONVERSION = GS-08

Position File Name: 21X37

USAF Academy Free-Flow Format: 04-94

Date: 18 APR 02